



A GVW Holdings Company

July 06, 2004

Kenneth N. Weinstein  
Associate Administrator  
Enforcement  
National Highway Traffic Safety Administration  
400 Seventh Street, SW  
Washington, DC 20590

RECEIVED  
JUL 13 A 11:34  
NHTSA  
DEFECT INVESTIGATION

Subject: Owners' Letter and Dealers' Bulletin (04VO84000)

Dear Mr. Weinstein:

Please find enclosed the letter that Workhorse Custom Chassis will be sending to owners of the vehicles subject to the above-referenced safety recall. Also please find enclosed the Workhorse Custom Chassis Service Bulletin No. 50401-C advising dealers of the safety recall and necessary steps to be taken.

Bosch has been providing Workhorse with the necessary replacement kits for the recall, and Workhorse will begin sending out the recall letters on August 1, 2004.

If you have any questions regarding these documents, please contact me.

Sincerely,

Dave Bigg  
Compliance Manager

  
Concur: John Buttrely  
Vice President Engineering



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## **WORKHORSE CUSTOM CHASSIS SERVICE BULLETIN**

**BULLETIN NO.: 50401-C**

**July 2004**

**BULLETIN TYPE: CAMPAIGN-SAFETY**

**SUBJECT: Bosch Brake Calipers**

**MODELS: Certain 2001, 2002 and 2003 Workhorse W series Motorhomes**

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Workhorse Custom Chassis has decided that a defect, which relates to motor vehicle safety, exists in certain 2001, 2002 and 2003 Workhorse W series chassis built with Bosch brake calipers.

The defect involves a brake caliper hanging in a partial apply position. A caliper in a partial apply position can overheat, causing damage. The brake system anti-lock feature may be lost if heat damages the anti-lock wheel sensor. There could also be a loss of brake performance.

Workhorse Custom Chassis is conducting a safety recall campaign to apply the Bosch repair remedy to involved vehicles.

### **VEHICLES INVOLVED**

All W series motorhomes built between August 10, 2000 and July 29, 2002 are involved. The VIN range is as follows: (Last 8 digits of 17 digit VIN starting with 5B4)

Model Year 2001—13325068 to 13337849

Model Year 2002—23336034 to 23356051

Model Year 2003—33354476 to 33356886

### **OWNER NOTIFICATION**

Workhorse Custom Chassis will notify retail owners on this campaign as owner data becomes available. Owners will be requested to make an appointment and take their vehicle to a Workhorse dealer to apply the Bosch remedy.

## **DEALER CAMPAIGN RESPONSIBILITY**

- 1. WCC dealers must perform this campaign on identified customer vehicles at their request at no charge regardless of time or vehicle mileage.**
- 2. All dealer stock (new or used) must be held and repaired before delivery to retail customers. It is a violation of law to deliver a non-repaired vehicle to a retail customer.**

## **SERVICE PROCEDURE**

- A. The Service procedure is to apply the Bosch remedy as described by the attached.**
- B. Complete brake system inspection is to be completed after Bosch remedy is applied.**

**This includes the following:**

- 1. ABS operation.**
- 2. Check linkage for binding or hanging and make sure it is returning to full return position and is not held down by brake light or cruise control switch.**
- 3. Linkage joint lubrication including brake pedal pivot, rod ends, and relay lever shaft.**

## **WARRANTY INFORMATION**

**Claim Type-----Safety Campaign**


**Labor Operation Code-----T5002**

**Labor Hours-----3.0 Hours (Includes 0.2 hrs administrative)**


## PARTS INFORMATION

KIT NUMBER IN FIELD INSTRUCTION	K1-66	K2-66	K3	K4	K8
BOSCH PART NUMBER	204062350	204062354	204062356	204062357	204062352
WORKHORSE PART NUMBER	WB001529	WB001531	WB001533	WB001538	WB001536
DESCRIPTION	PISTON BOOT REPLACEMENT KIT 66MM	CALIPER REPLACEMENT KIT 66MM	GUIDE PIN BOOT REPLACEMENT KIT	GUIDE PIN REPLACEMENT KIT	GENERIC TOOL KIT

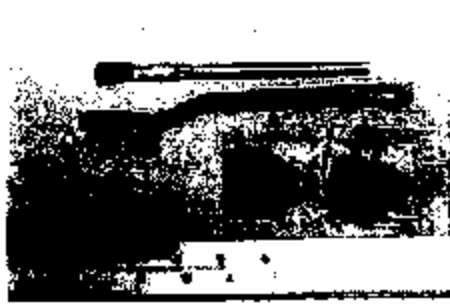
### • Piston Boot Replacement Kit 66mm

<p><b>K1-66</b> <b>PN 0204062350</b></p> <ol style="list-style-type: none"> <li>1. Two piston boots (PN 4153286).</li> <li>2. One Disc Brake Corrosion Control Grease (PN 0204262951) packet.</li> <li>3. One acid brush (PN 0204102032)</li> </ol>	
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### • Caliper Replacement Kit 66mm

<p><b>K2 - 66</b> <b>PN 0204062354</b></p> <ol style="list-style-type: none"> <li>1. One Caliper assembly (PN 0204002784)</li> <li>2. One Bleed screw (PN 4152432)</li> </ol>	
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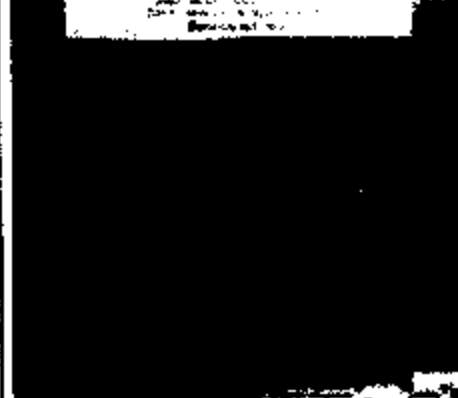
- **Guide Pin Boot Replacement Kit**

<p><b>K3</b> <b>PN 0204082356</b></p> <ol style="list-style-type: none"> <li>1. Two guide pin boots (PN 4253232).</li> <li>2. One guide pin grease packet (PN 0204302291).</li> <li>3. One wire tooth brush (PN 0204102029).</li> <li>4. One acid brush (PN 0204102032).</li> </ol>	
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- **Guide Pin Replacement Kit**

<p><b>K4</b> <b>PN 0204082357</b></p> <ol style="list-style-type: none"> <li>1. One guide pin (PN 0204302376).</li> <li>2. One locating pin (PN 0204302458).</li> <li>3. Two bolts (PN 0204102029).</li> </ol>	
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- **Generic Tool Kit - 66mm**

<p><b>K5</b> <b>PN 0204082352</b></p> <ol style="list-style-type: none"> <li>1. One large wire brush (PN 0204102031).</li> <li>2. One wire bore brush (PN 0204102030).</li> <li>3. One spacer block (wooden) (PN 0204102035).</li> <li>4. One piston insertion tool (66mm) (PN 0204102034).</li> </ol>	
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July 2004

Dear Workhorse Custom Chassis Owner

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Workhorse Custom Chassis has decided that a defect, which relates to motor vehicle safety, exists in certain 2001, 2002 and 2003 Workhorse W series chassis built with Bosch brake calipers.

Workhorse Custom Chassis is conducting a safety recall campaign to apply the Bosch repair remedy to your vehicle. This may include changing one or more brake caliper assemblies.

A copy of the dealer bulletin 50401-C is provided with this letter so that you have complete information on this safety recall campaign.

**REASON FOR THIS SAFETY RECALL CAMPAIGN**

The defect involves brake caliper hanging in a partial apply position. A caliper in a partial apply position can overheat and cause damage to brake parts. The brake system anti-lock feature can be lost if heat damages the anti-lock wheel sensor. Also, there could be a loss of brake performance.

**WHAT MUST BE DONE**

You should take your vehicle to your local Workhorse Custom Chassis dealer as soon as possible to complete the recall work at no charge to you. You may continue to drive your vehicle normally until the recall work is completed. However, if you notice that one or more brake calipers are overheated (smoking –or smell burned) or if the anti-lock electronic brake system dash warning light comes on and stays on (indicating anti-lock electronic system failure) have your vehicle checked at any authorized Workhorse Custom Chassis dealer immediately. .

**WHAT YOU MUST DO**

Call your local Workhorse Custom Chassis Dealer and make an appointment to have the work done. The actual repair will take approximately 2.4 hours. Reference should be made to Recall Bulletin 50401-C and you should provide your vehicle identification number (VIN) to the dealer. Your dealer may have to order parts to perform the work on your vehicle.

If you have any questions or need assistance, please call Workhorse Custom Chassis Customer Assistance toll free at 1-877-946-7731.

It is recommended that you complete this safety campaign as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle.

If your dealer and Workhorse Custom Chassis are unable to correct this condition within a reasonable time, you may wish to contact Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call 800-424-9393 (for Washington DC 202-366-0123)

We certainly appreciate your buying our product and truly regret the inconvenience that this recall may cause you.

Workhorse Custom Chassis